



D. SIGN SOFTECH PVT. LTD.

User Guide

Version 1.3

Abstract

This document describes the procedure for solving most of the common issues while working with Digital Signature Certificates in USB Tokens

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(Please Note that we are not responsible if you delete your certificate in USB Token by your any act while following this guide. So do not click on any option which lead to initialize or format of your DSC in USB Token)

A. Basic System Requirements for USB Tokens to work properly in any PC.

1. Operating System

- i. Windows XP - **Service Pack 3** (If you have Service Pack 2, then please update it to SP 3)
- ii. Windows Vista
- iii. Windows 7
- iv. Windows 8.

2. Browser

- i. **Internet Explorer 7, 8, 9 or 10.**
- ii. USB Tokens might not work on IE 11, Google Chrome and Mozilla Firefox

3. Adobe Reader (for MCA Forms)

- i. **Adobe Reader 9.0 and Above**

4. Java Version

- i. **Latest Java** version should be installed in your system. At present it is JRE 7 update 65.

5. Administrator User

- i. Always use **Administrator User** and not limited user while working with USB Tokens.

6. USB Token Driver

- i. Check whether you have **installed correct USB Token driver** and is it **working properly?**
- ii. It does not matter whether you have Auto USB Tokens or not, all tokens need drivers to be installed to work on any PC. Auto USB Tokens just means that driver will automatically install when you plug them into USB port in your system.

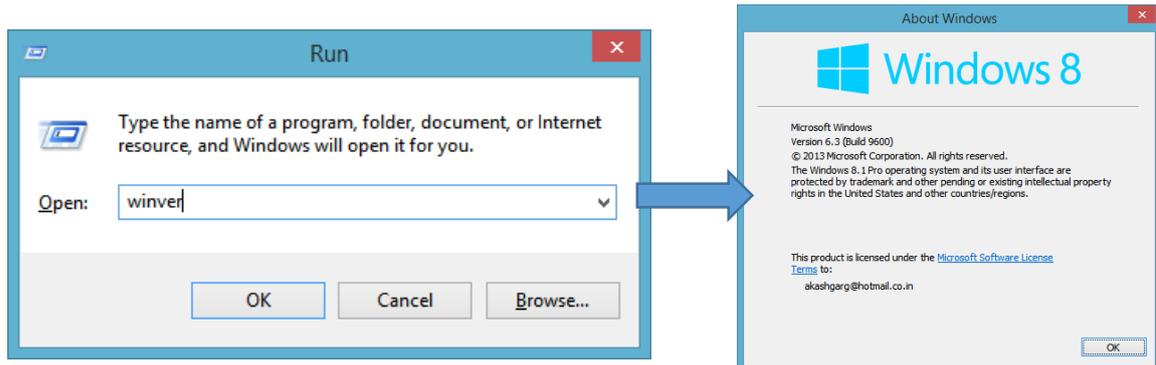
7. Date and Time of your System

- i. Do check that your system Date and Time is **correct.**

B. How to check whether your PC met Basic System Requirements?

1. How to check which Operating System is installed in your PC?

- i. Click Start > Run (Windows Key + R)
- ii. In the Run dialog box, type *winver*
- iii. Click on Ok
- iv. A dialog box will display the version of your windows.



OR

Right click on “My Computer/ This PC” and click on properties. You can check your windows full details.

2. How to check your Internet Explorer version?

- i. Open Internet Explorer in your system.
- ii. Go to Help Tab > About Internet Explorer (or Press Alt + H + A).



3. How to check Adobe Reader, JAVA version?

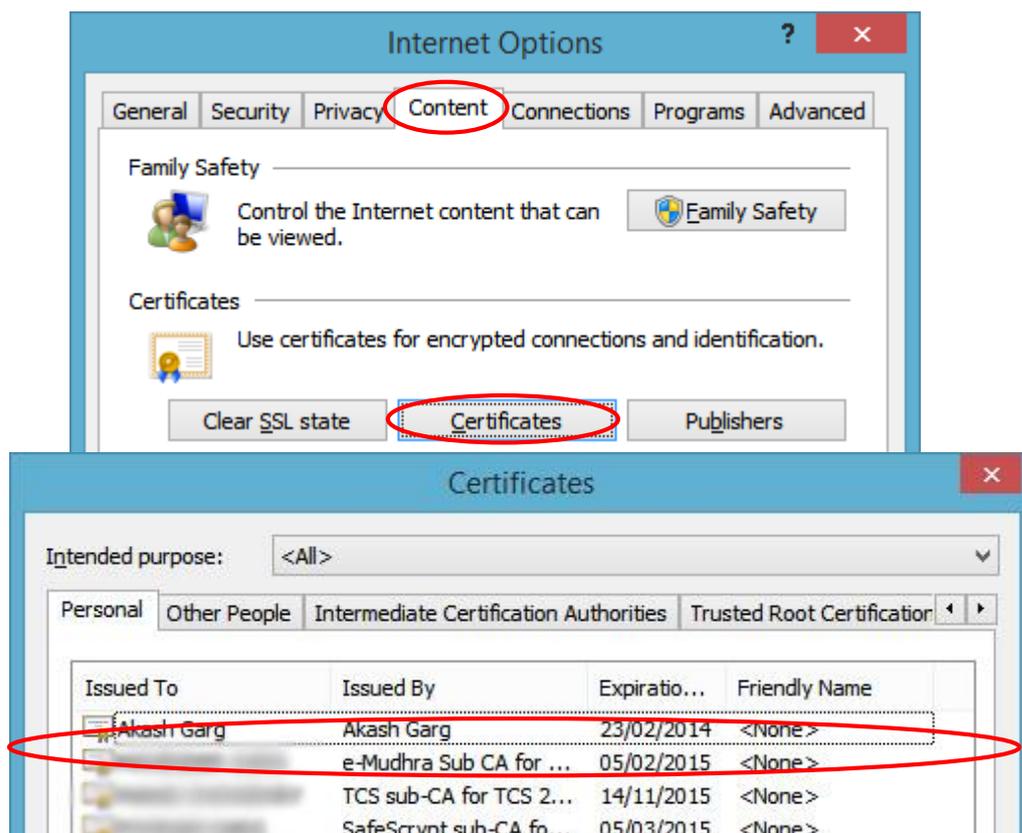
- i. Go to Control Panel > Uninstall a Program or Add or Remove Program.
- ii. List will be populated of installed software in your system.
- iii. Search for required software version there.

4. How to check whether you are using Administrator User?

- i. Go to Control Panel > User Accounts
- ii. All users of your system will be listed.
- iii. There you can see if you are an Administrator User or Limited User. USB Tokens will not work properly on limited users.

5. How to check your USB Token driver is installed and working properly?

- i. Insert USB Token in any USB port.
- ii. Wait for a while till computer recognizes and reads your USB Token.
- iii. Now open Internet Explorer Browser.
- iv. Go to Tools > Internet Options (or just press Alt + T + O)
- v. Navigate to Content Tab > Certificates.
- vi. If you can see your Digital Signature Certificate name here, then your USB Token is working fine. Otherwise install your USB Token driver first and then proceed with this point again.



C. Common Problems and Solutions – Using DSC Offline!

1. ePass 2003/ 2003 Auto USB Token not recognising in your system.

- Reasons:
- a) ePass 2003 Driver for the USB Token is not installed properly.
 - b) Some services may not be running in your system.

- Suggestions:
- a) Reinstall ePass 2003 Driver.
 - Uninstall epass driver from Control Panel and install it again.
 - [Click here to download latest ePass 2003 driver.](#)
 - Select *Microsoft CSP* instead of Private CSP.
 - b) Verify that all below required services for token is started and working fine.
 - Smartcard Services
 - Cryptographic Services
 - Certificate Propagation Services

Open the Run Prompt (Window Key + 'R') and enter services.msc, Right Click on above mentioned services and select restart.

2. Microsoft CSP option is not enable during installation of epass 2003 driver.

- Reason:
- a) This occurs generally in XP windows system due to missing of a patch or a file.

- Suggestions:
- a) You need to install a patch before you install ePass 2003/2003 Auto driver.
 - For 32 Bit systems [Click here to download](#)
 - For 64 Bit systems [Click here to download](#)

(You can check your system bit using following link <http://support.microsoft.com/kb/827218>)

- Now install ePass 2003 setup with Microsoft CSP option.

3. ePass2003 is detected by the system whereas ePass2003Auto is not detected.

- Reasons:
- a) System may be recognizing both drivers, for ePass2003 & ePass2003Auto, as different driver.

- Suggestions:
- a) Follow below steps:
 - Click on Start button go to Run and type devmgmt.msc for opening Device Manager.

- In the console tree find the epass2003Auto, right click on it and select uninstall.
- Remove the token and reconnect it, system will automatically recognizes the driver and the drivers will be installed successfully in the system.

4. “Microsoft Cryptographic Service Provider reported an error” message in PDF files.

This error may face in Adobe Acrobat Reader Version 9.0 and above, this is error of Adobe Acrobat and not of USB Tokens.

- Reasons:
- a) System Cryptographic Services are not working properly.
 - b) Respective Adobe security patch is not installed in the System.

- Suggestions:
- a) Reinstall ePass 2003 driver while selecting Microsoft CSP during installation.
 - b) Rectify your improper Adobe installation, follow below steps:
 - Uninstall the current installation of Adobe Acrobat Reader from your computer, any version.
 - Install the Adobe Acrobat Reader setup from [this link](#).
 - Once you finish installation, open the Adobe Acrobat Reader, accept the License Agreement.
 - You will receive a message “Security Update Available” **click on YES**.
 - This will install Adobe Acrobat Security Update in your Acrobat Reader and you will not face the above error.
 - Now you can update your computer to higher version of Adobe Acrobat Reader from Help Menu > Check Update.

5. DSC selected in PDF forms but nothing happens when click on Sign button.

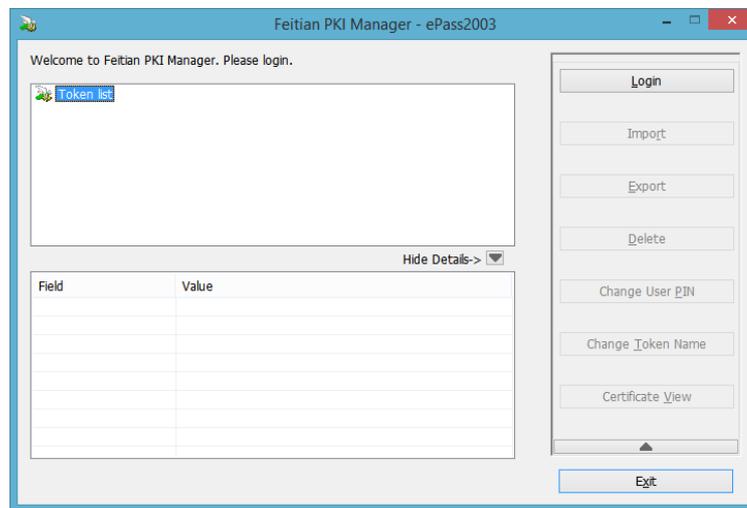
- Reasons:
- a) You are not using Administrator User.
 - b) There is some issues with Adobe Reader version.

- Suggestions:
- a) Contact your IT Administrator and log into Administrator User and then try to sign PDF Files.
 - b) Uninstall all adobe readers and adobe acrobat installed in your system and follow suggestion stated in Point 4 (b) above.

6. Even after successful installation of ePass Driver, DSC is not showing in PDF forms.

- Reasons:**
- You Might have open PDF form before inserting USB Token in PC.
 - Some files of ePass 2003/ 2003 Auto driver still missing in your PC.

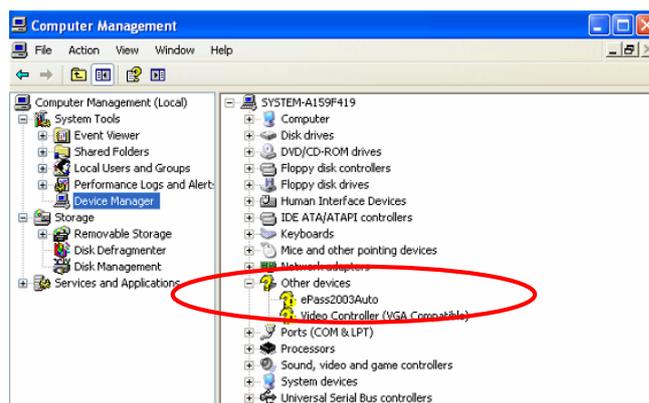
- Suggestions:**
- Close all PDF forms. Insert USB Token. Wait till your system recognizes it and shows a small popup message in taskbar. Now open your PDF form.
 - Follow below steps if you are seeing below window even after you have waited a while after inserting USB Token in the system.



Now Close this window and do not remove the USB Token from your PC.

Now this may be tricky one for you. The procedure to solve this issue is quite different, so suggest you to follow our instructions very carefully.

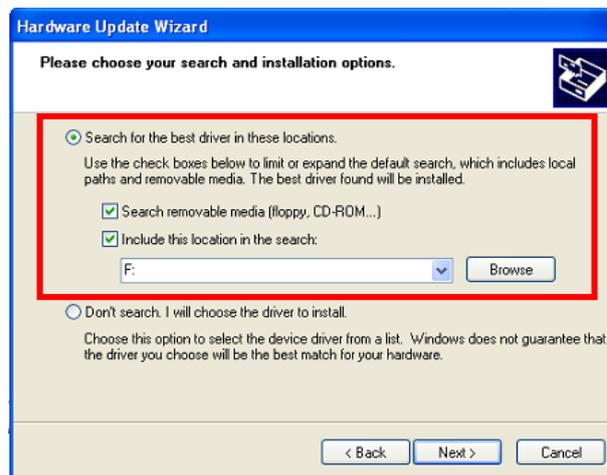
- Click on Start button go to Run and type devmgmt.msc for opening Device Manager.
- In the console tree find the “MicroSoft Usbccid Smartcard Reader (WUDF)” or “epass2003Auto” or “ePass2003” under other devices group, right click on it and select update driver.



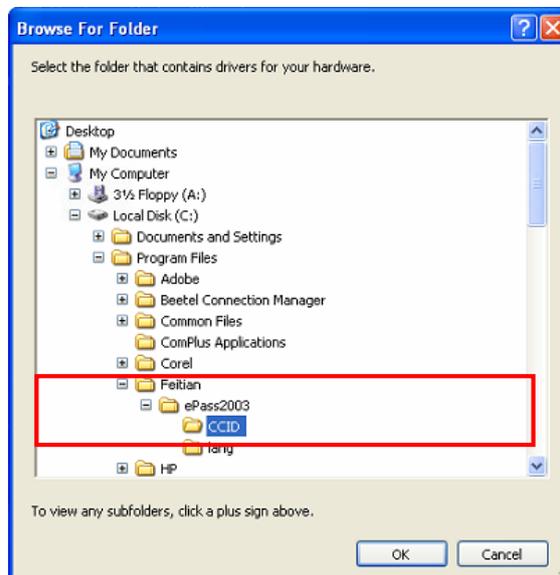
- The following window will appear.



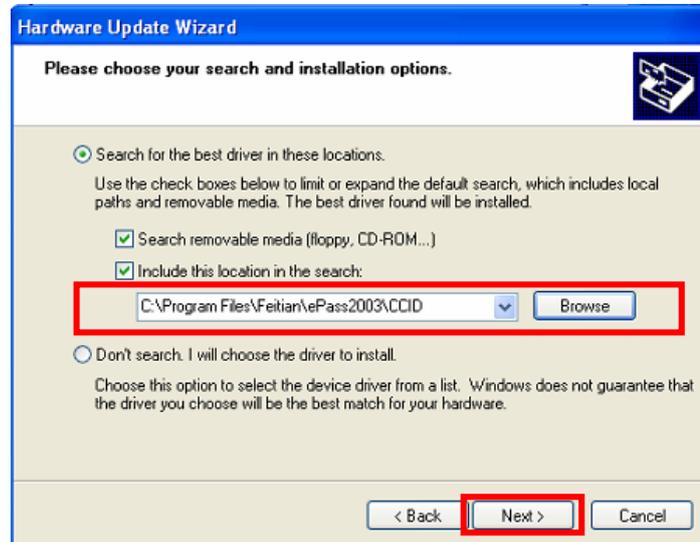
- Select Install from a list or specific location (Advance) Option and Click on Next. The following window will appear.



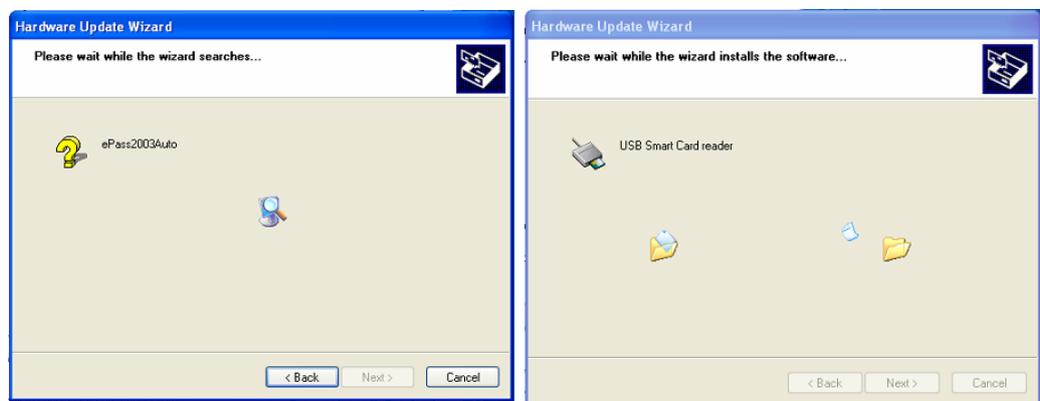
- You have to select the Options as you can see in red box in the image above. Then Click on Browse button.
- After Clicking on Browse button, following window will appear.



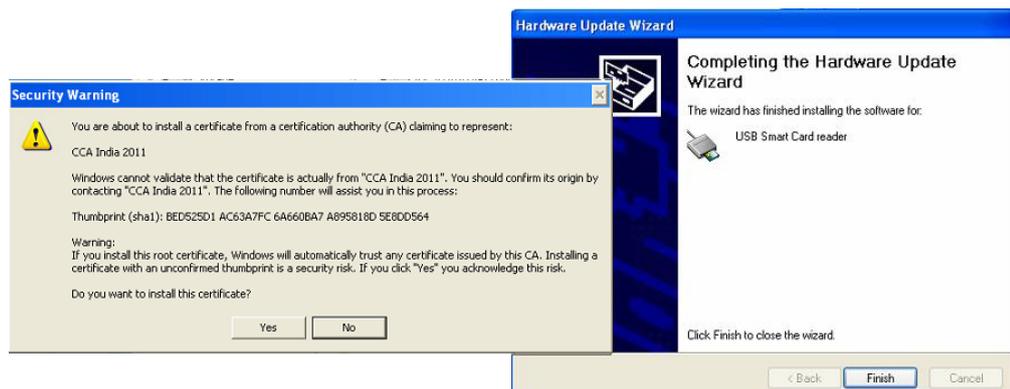
- Now you have to search for the following path as shown in above image.
- My computer > C:\ Drive > Program Files > Feitian > ePass2003 > CCID.
- Then click OK. The following window will appear. Now Click on Next.



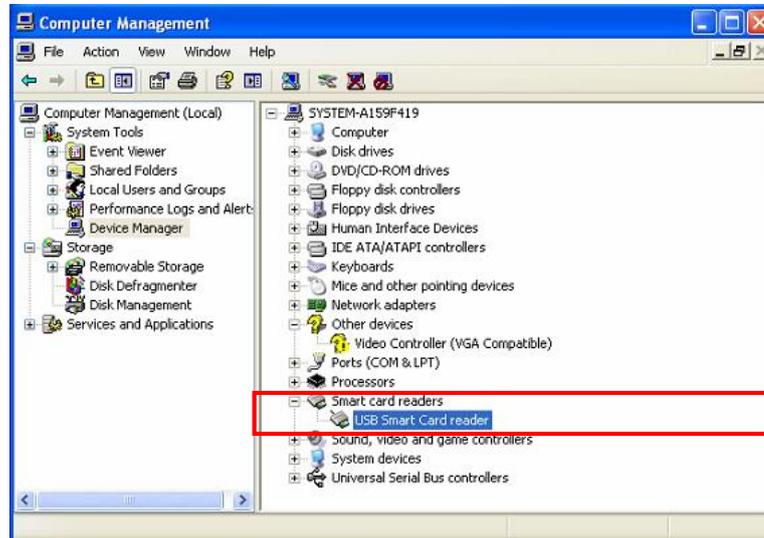
- Now the following windows will appear and your system will automatically do all the necessary settings.



- After this, the Hardware update wizard will finish and following window will appear. You will be prompted to install a certificate of CA, please install it by clicking YES button and do not cancel it.



- Click on Finish to complete the procedure. Now in the below image you can see that, the yellow question mark symbol disappears and USB Smart Card Reader is now successfully configured in your system.



- Your problem must be resolved and now you can also see your DSC in Internet Explorer and ePass2003 Software also.
- You will also be prompted for Change user pin as below:



We suggest you not to change it as in any case if you forget your PIN then your USB Token will be blocked after entering wrong PIN 10 Times. Then you will have to send it to us for unblock if possible.

Also do not initialize the USB Token ever in ePass 2003/ ePass 2003 Auto software as it will delete and format your USB Token permanently and we do not have the backup for it. In that case you have to apply for new one with same procedure as you have followed before.

D. Common Problems and Solutions – Using DSC Online!

1. MCA website issues!

i. Your CA is not trusted.

- Reasons:
- This Notification comes when Root Chain is not installed in system.
 - Browser settings are not proper.
 - Java settings are not proper.

- Suggestions:
- Install Root chain Certificates, follow below steps:
 - [Click here](#) to download All Root Chains.
 - Right Click it and click on install. Finish the process.
 - [Click here](#) for Browser Settings.
 - [Click here](#) for JAVA Settings.

ii. Application Blocked by Security Setting or Application cannot be run.

iii. JAVA Applet is not started or initialized.

- Reasons:
- System settings do not allow downloading of the required java applet.
 - Old JAVA version is installed in your system.
 - Improper Browser Settings

- Suggestions:
- [Click here](#) for JAVA Settings.
 - [Click here](#) for Browser Settings.

iv. Other MCA errors – MCA's user guide.

- "Your Certifying Authority (CA) is not trusted. Please use a trusted CA".
- "User Id against this Digital Certificate already exists."
- "Your certificate has been revoked."

[Click here to view User guide issued by MCA for the above issues](#)

v. "File Signing Failed" due to space (or) special characters.

- Reasons:
- if chosen file has special characters like (& # @).

- Suggestions:
- Remove the special characters from the file name and start uploading it.

2. DVAT (Sales Tax) website issues!

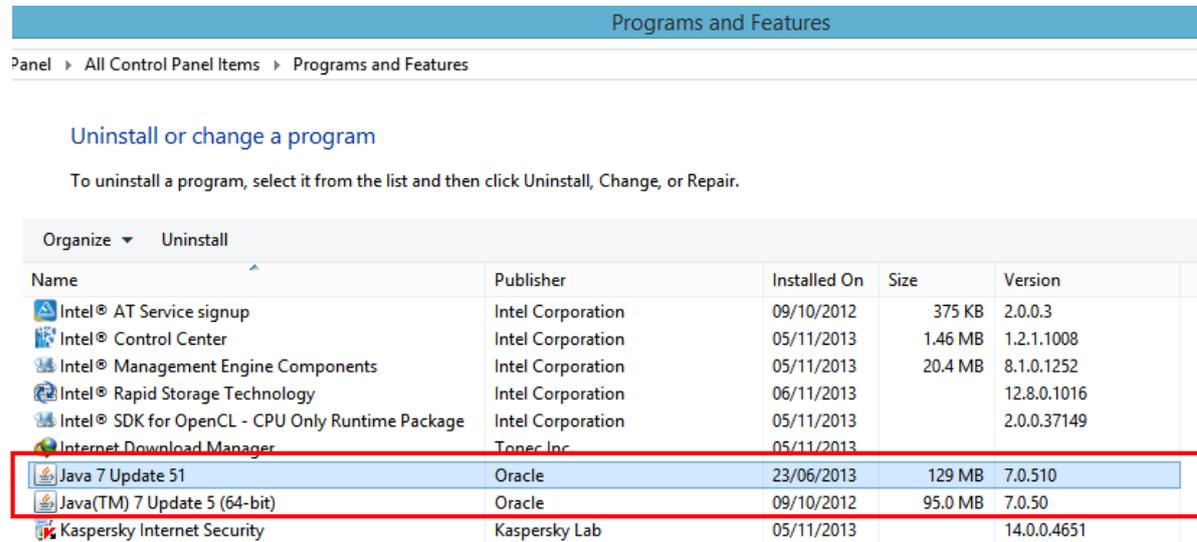
Suggestion: For any DVAT related issues like registering DSC on DVAT and digitally signing DVAT Returns, please [click here](#) to download complete detailed PDF issued by DVAT department.

3. Income Tax efilng website issues!

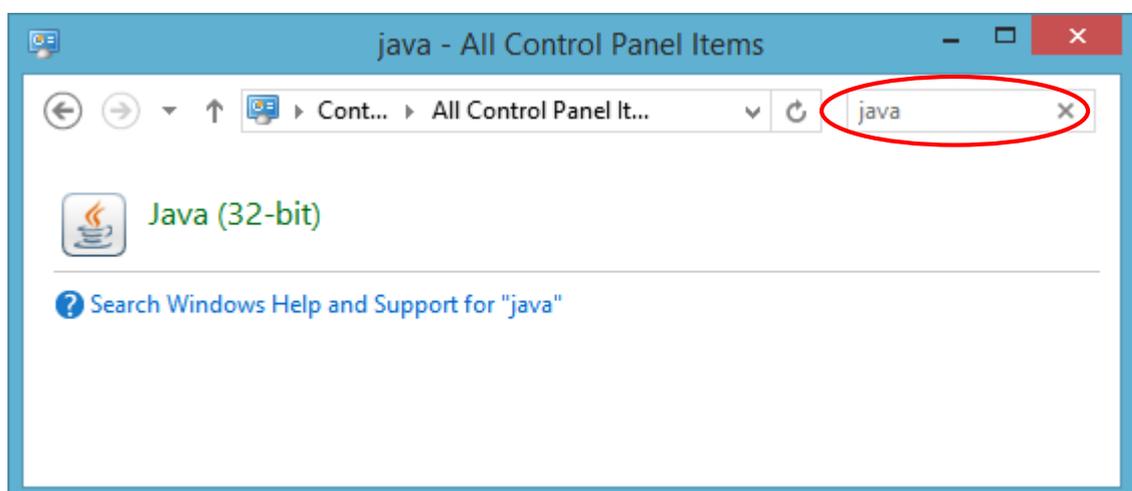
Suggestion: For any Income Tax efilng related issues like registering DSC filing Returns, please [click here](#) to download complete detailed PDF issued by Income Tax department.

E. JAVA Settings!

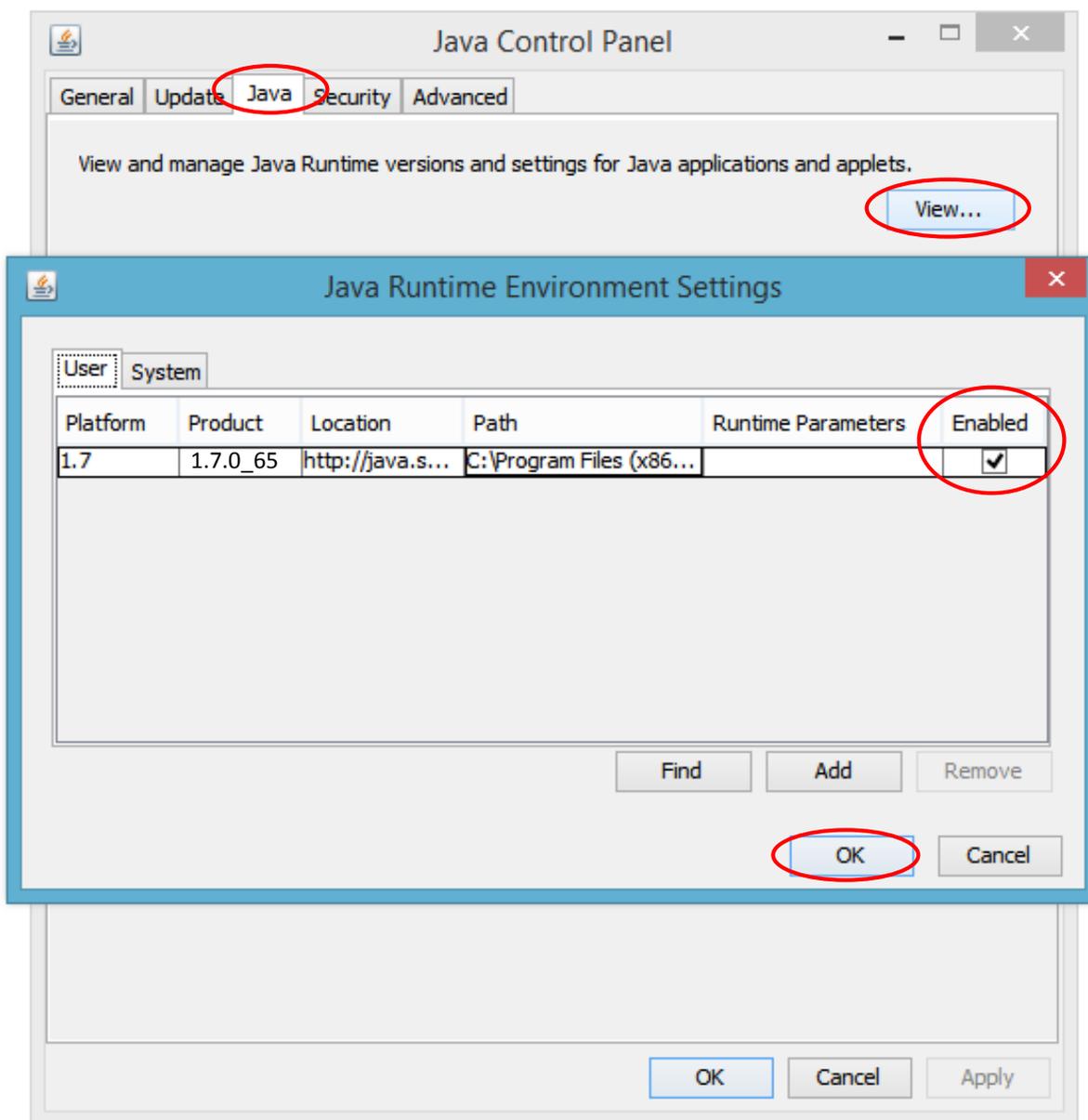
1. Firstly check which versions of JAVA are installed in your system.
2. Open Control Panel > Add/remove program or Uninstall a program.
3. A list will open in a dialog box.
4. Search for all Java Versions installed in your system.



5. If there is more than one JAVA installed, **remove all JAVA versions** from your system by uninstalling all of them.
6. After uninstalling all old java versions, download and install latest java version of 32 bit. It does not matter if your system is 64 bit. At present latest JAVA is [JRE 7 update 65](#).
7. For all versions of JAVA, visit our website www.dsignsoftech.com > Softwares.
8. Then restart your system.
9. After restart, open Java in control panel.
10. Double Click on Java (32-bit) icon. A dialog box will appear



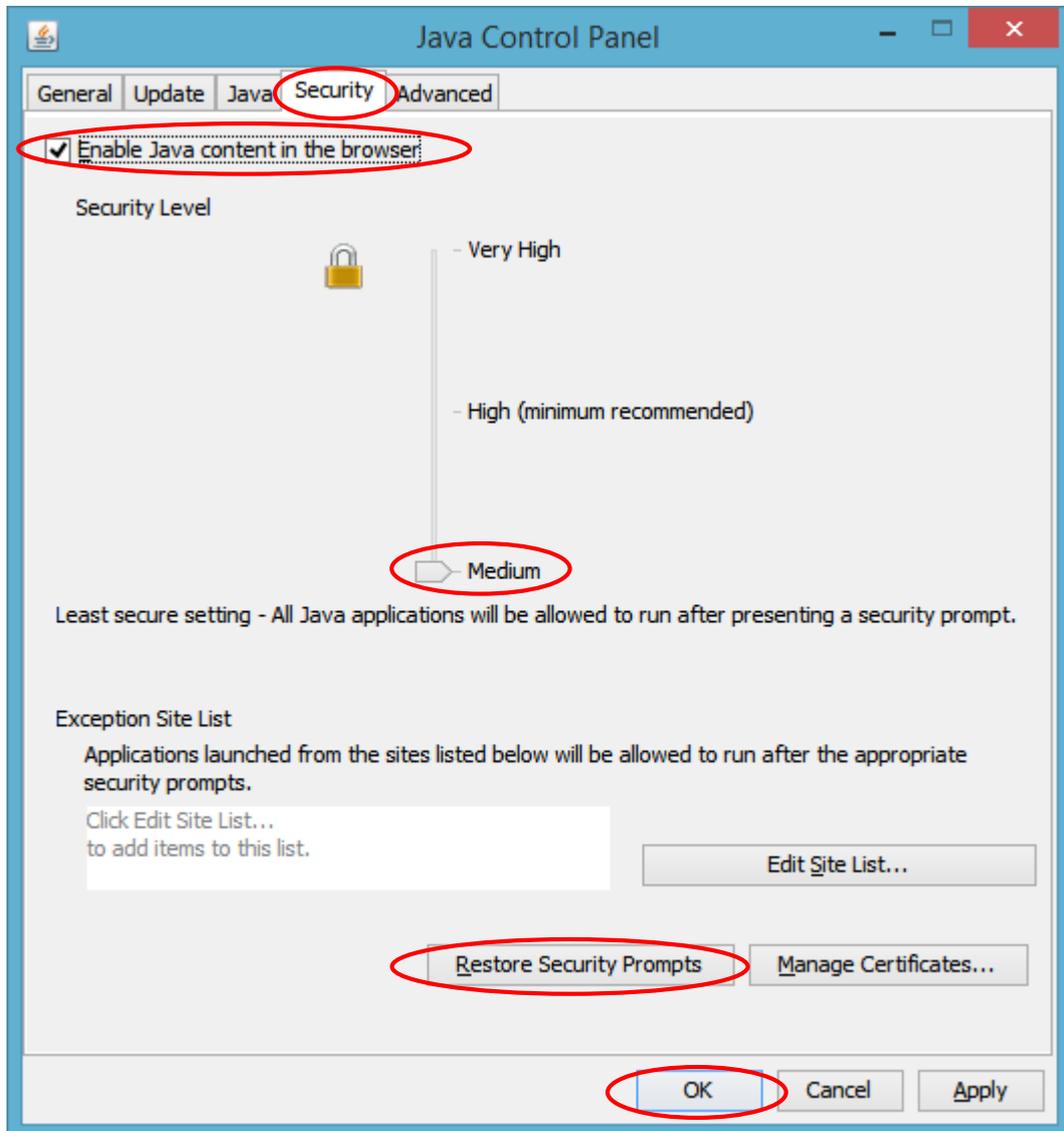
11. Click on Java Tab > View button.



12. You must see latest java version in the list. It should be enabled.

(If you still see more than one Java version or old Java versions, then you might not have uninstalled all Java Versions completely. So suggest you to repeat point no 6 again carefully.)

13. Click OK and now click on Security Tab. “Java Content in the browser” should be enabled and Drag security level to medium.
14. You can also add the name of website that you are using with DSC in “**Edit Site List...**” option.
15. Click on Restore Security Prompts. Click Apply and OK.

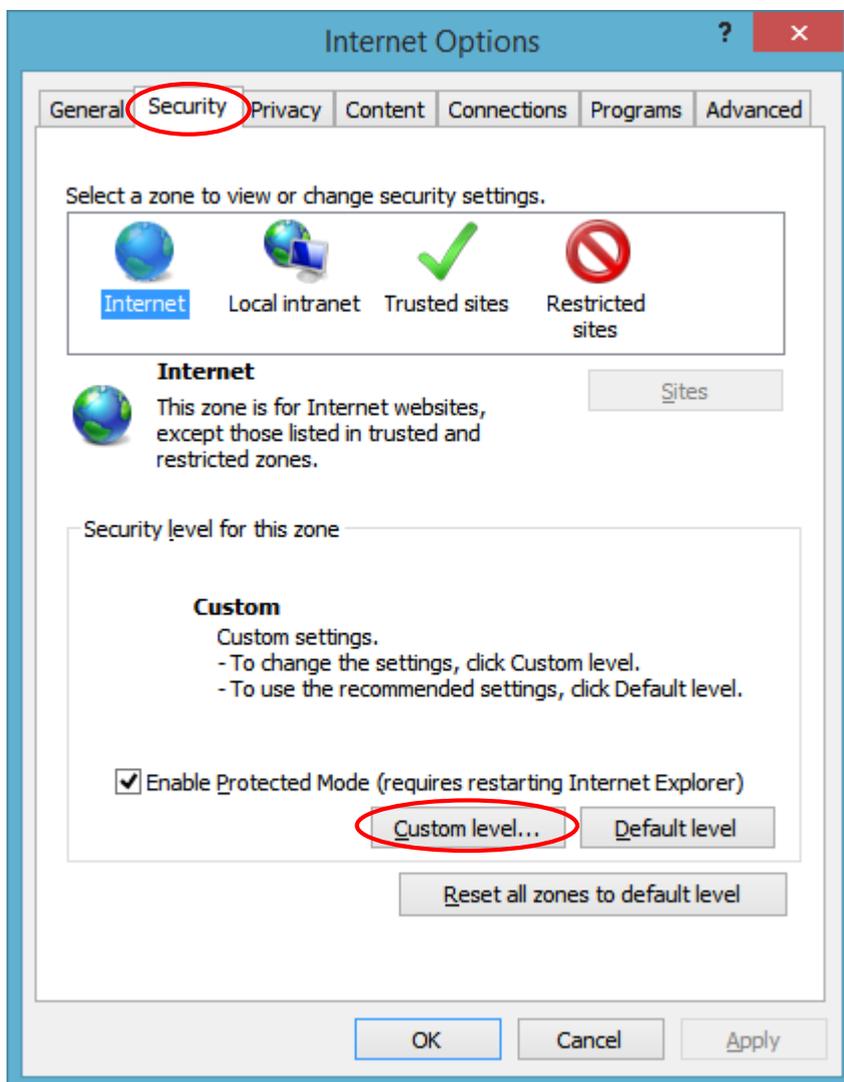


16. Your JAVA settings are now done!

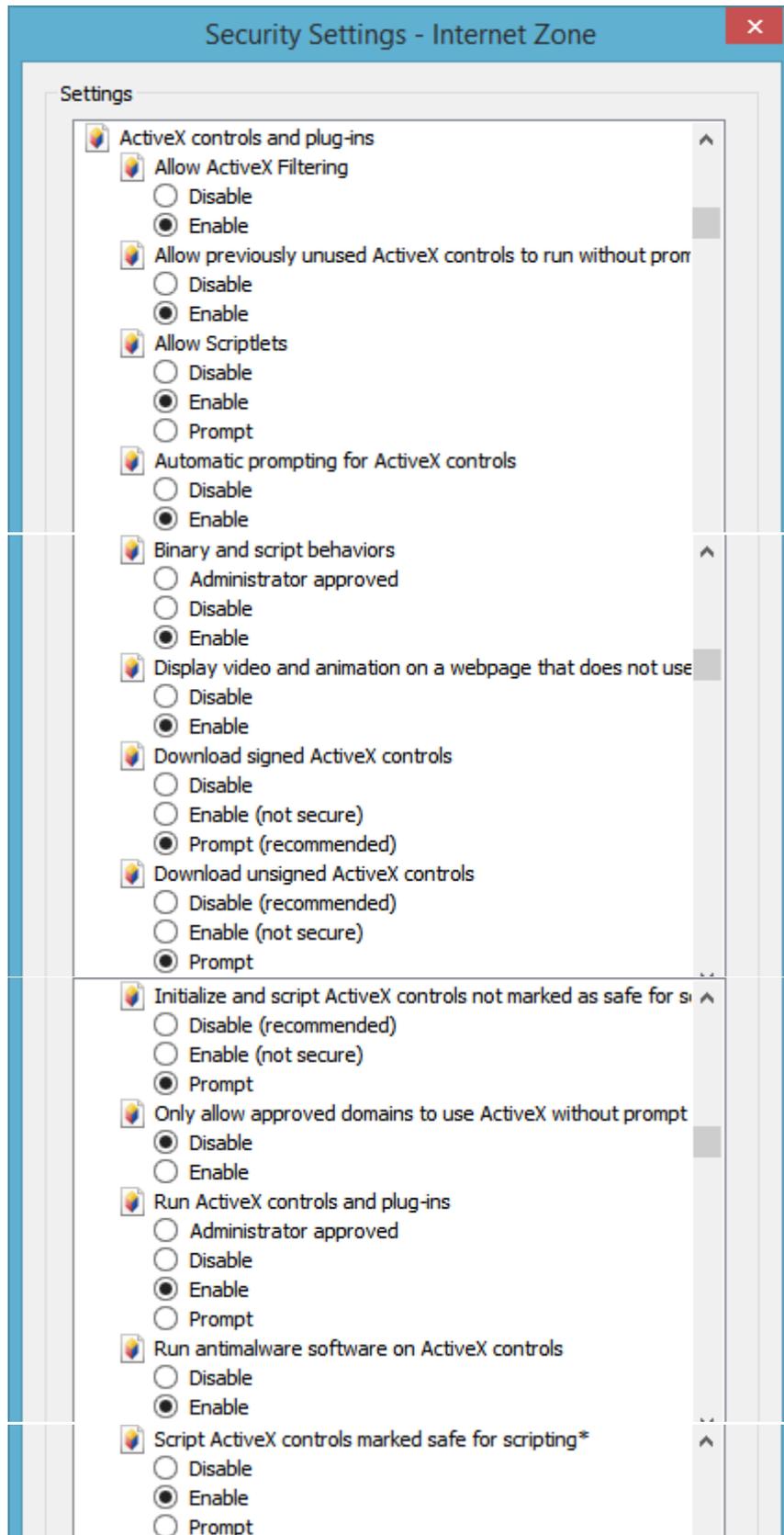
F. Browser Settings.

Settings have to be done in **Internet zone** and **Trusted zone** both. Please follow this step completely to resolve all of your browser related issues.

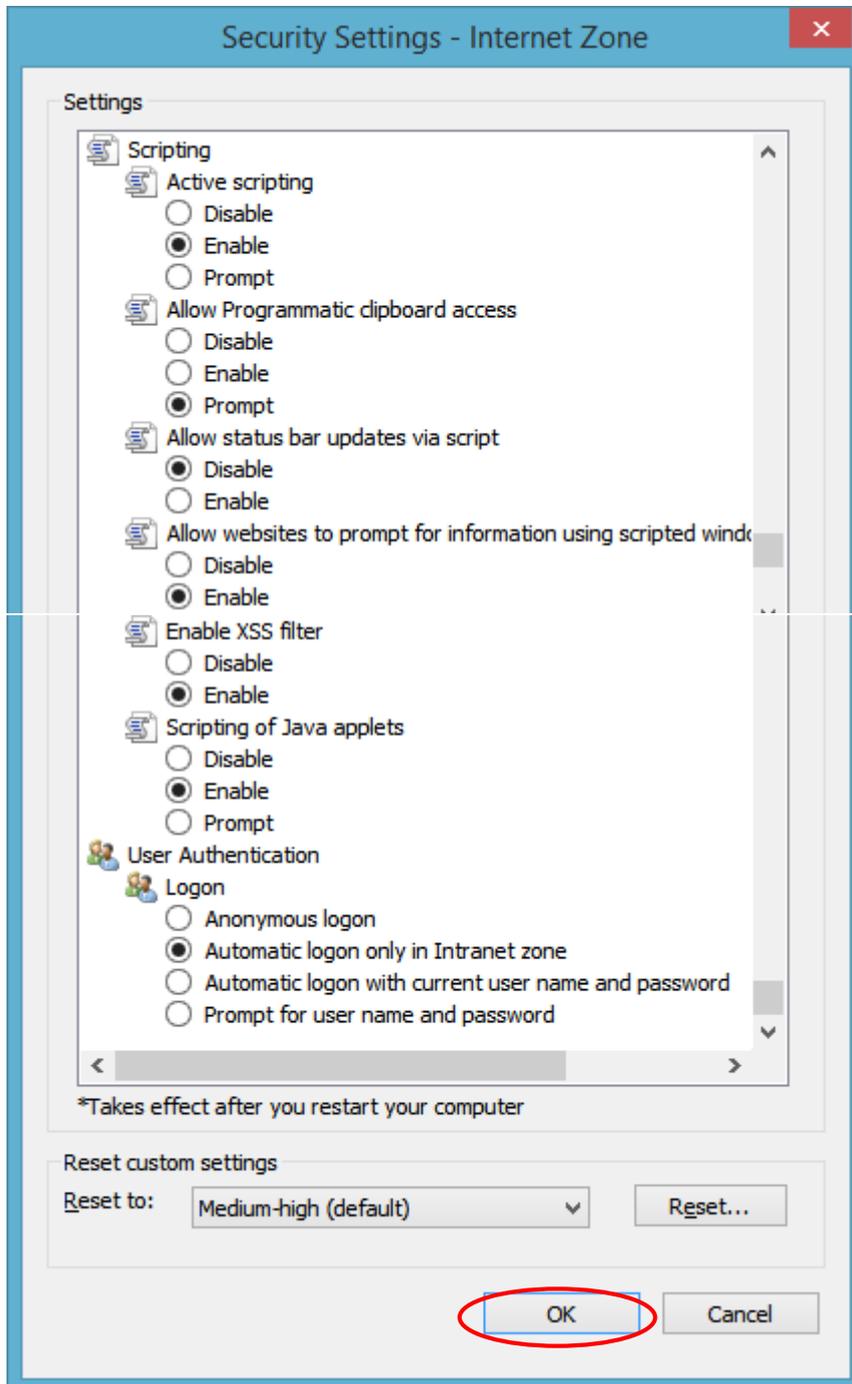
1. Open internet explorer.
2. Open Internet Options in Tools menu (or simply press Alt+T+O)
3. Go to security Tab.
4. Click on custom level.



5. Now scroll down to ActiveX controls and plug-ins.
6. Set all ActiveX controls and plug-ins options as selected in screenshots below.

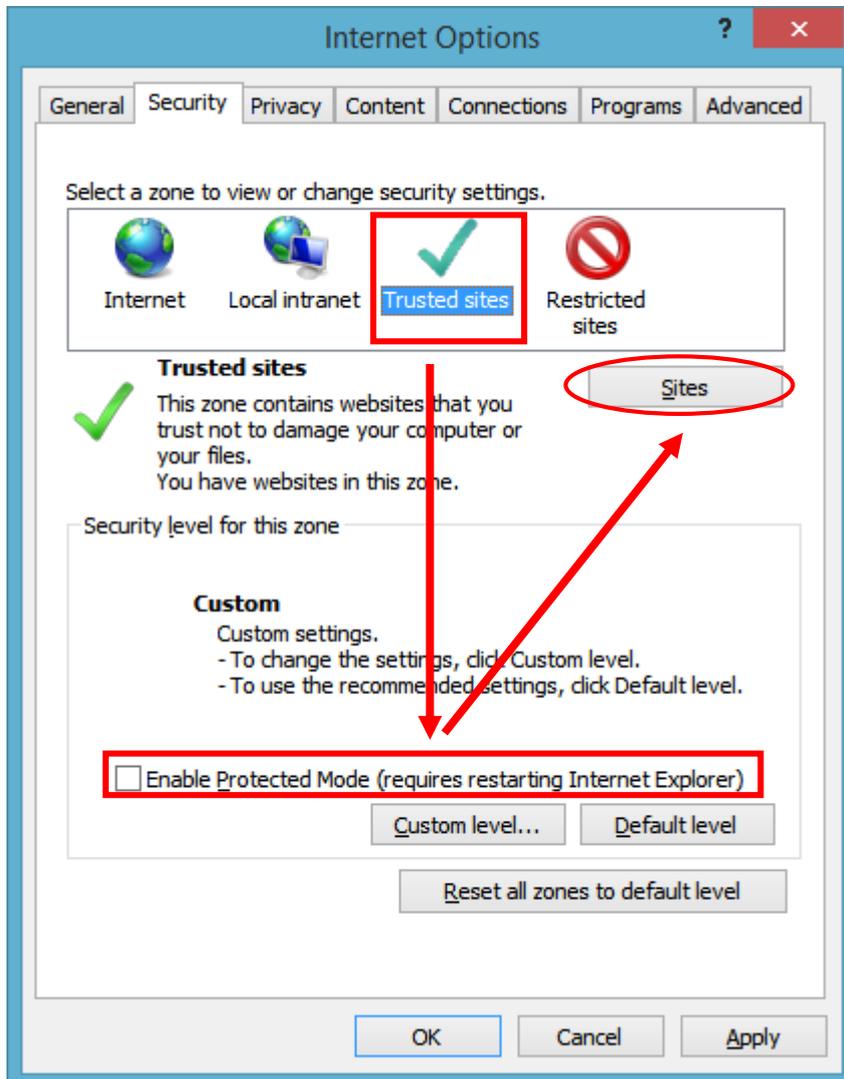


7. Now Scroll down to Scripting options in same dialog box and set all as below:

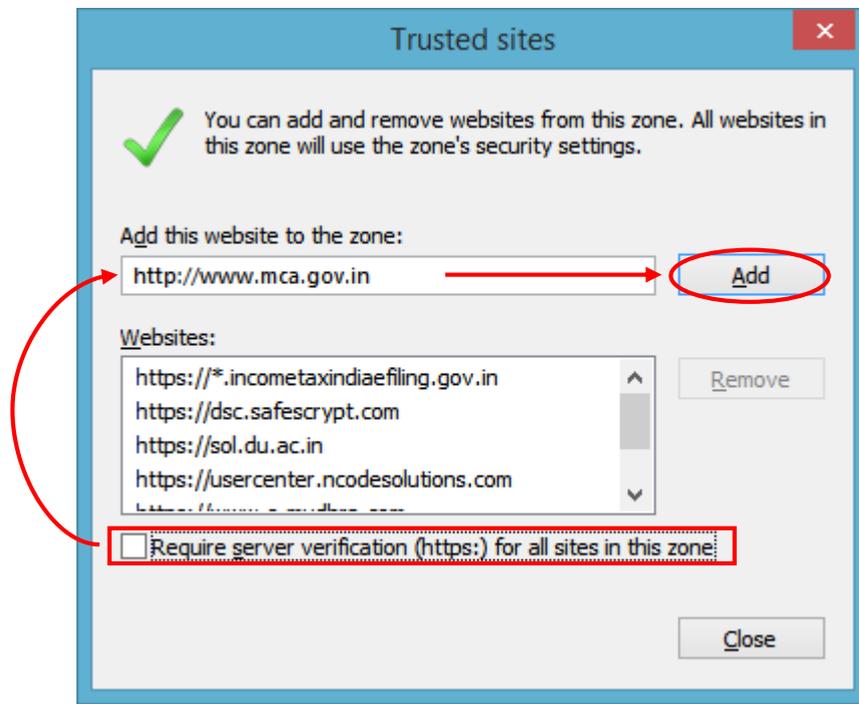


8. Now Press OK.
9. Click Yes to the Warning Message “Are you sure to change the security settings for this zone”, if prompted.
10. Click on Apply Button.

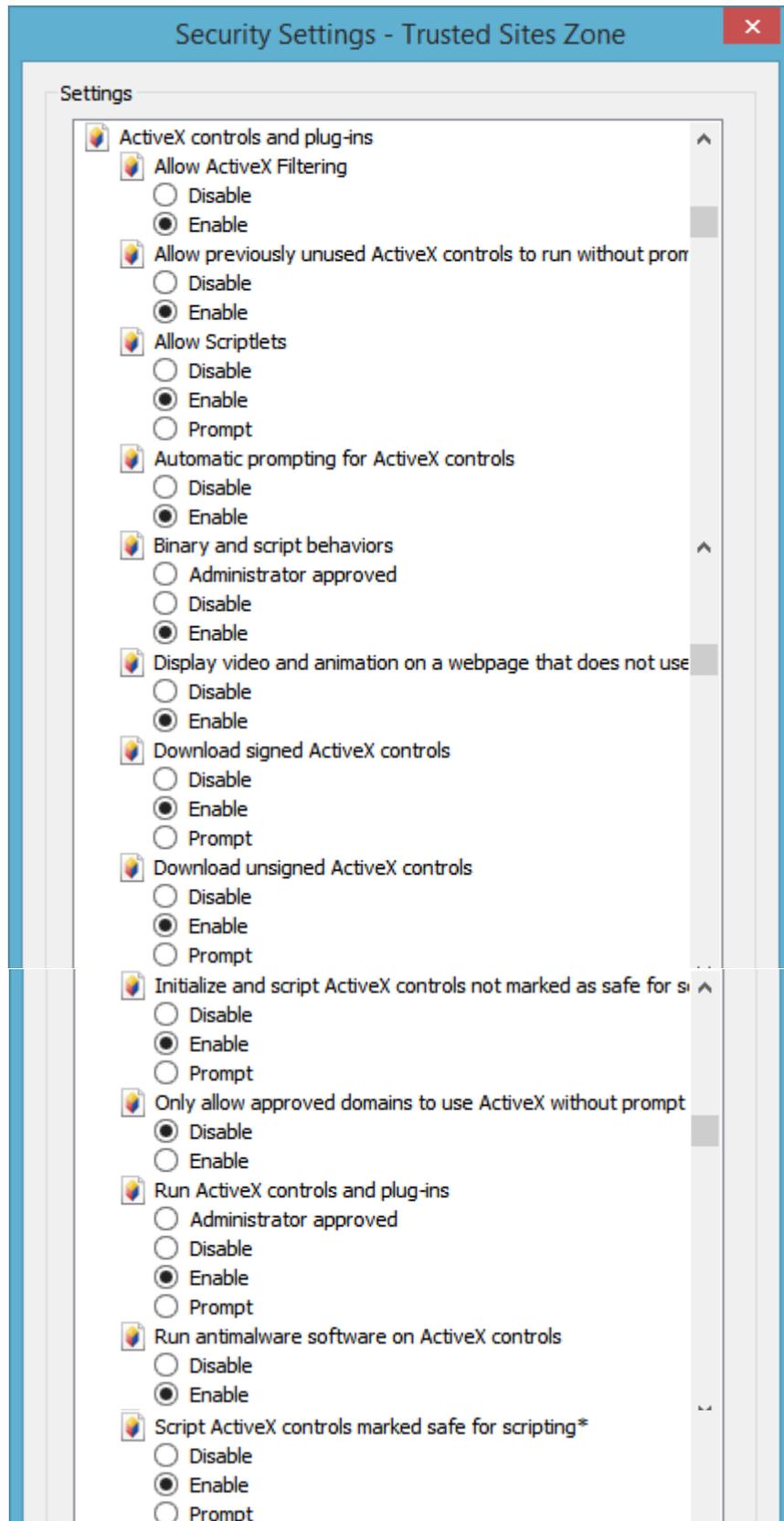
11. Now Select Trusted Sites.
12. Un-tick Enable Protected Mode option.
13. Then click on Sites Button.



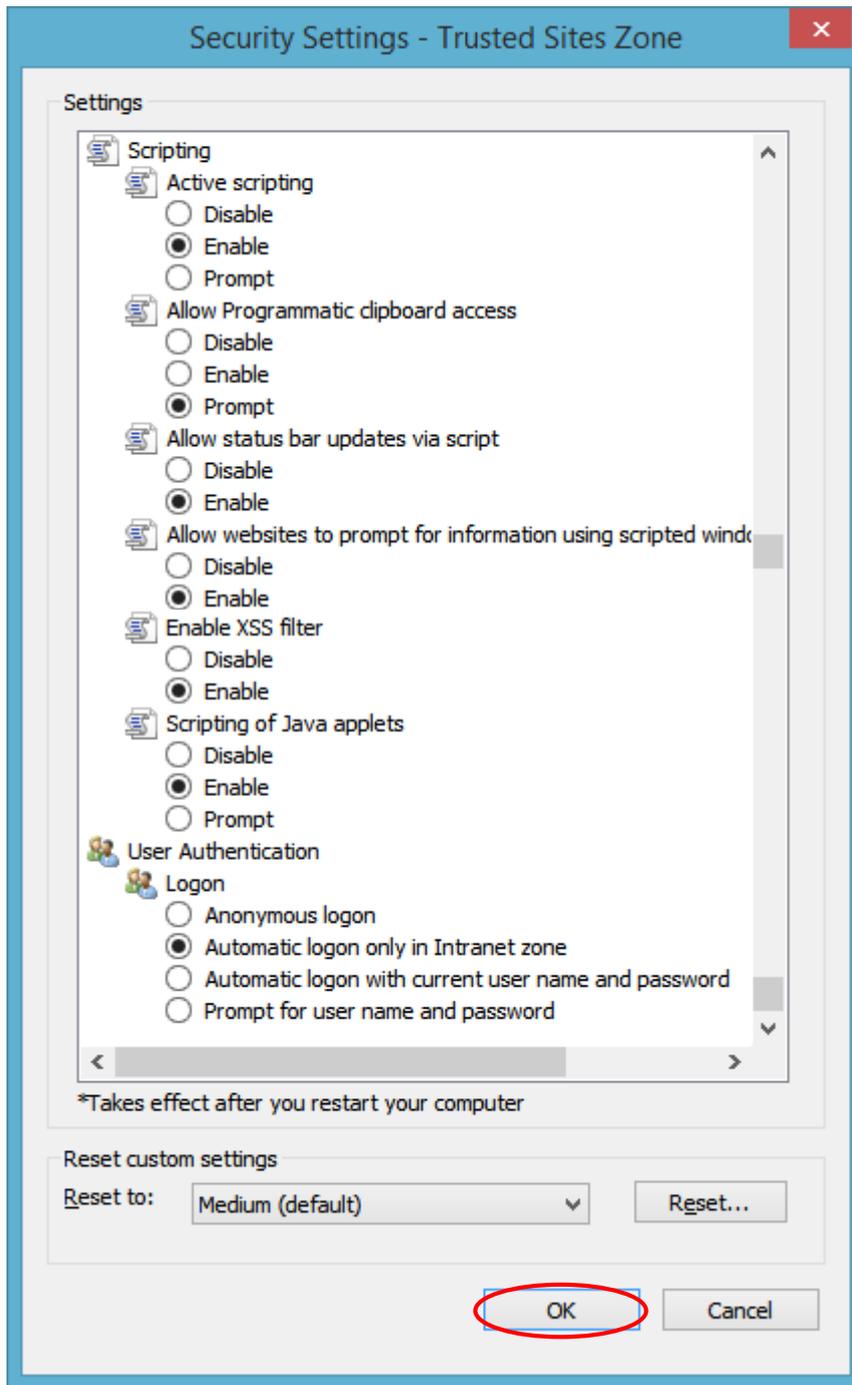
14. Here, Firstly un-tick “Require server verification (https:) for all sites in this zone” option.
15. Then add the full name of website where you are using your Digital Signature Certificates and Click Add Button. Then close this box.



16. Click on custom Level Button.
17. Scroll down to ActiveX controls and plug-ins again.
18. Set all ActiveX controls and plug-ins options as selected in screenshots below.



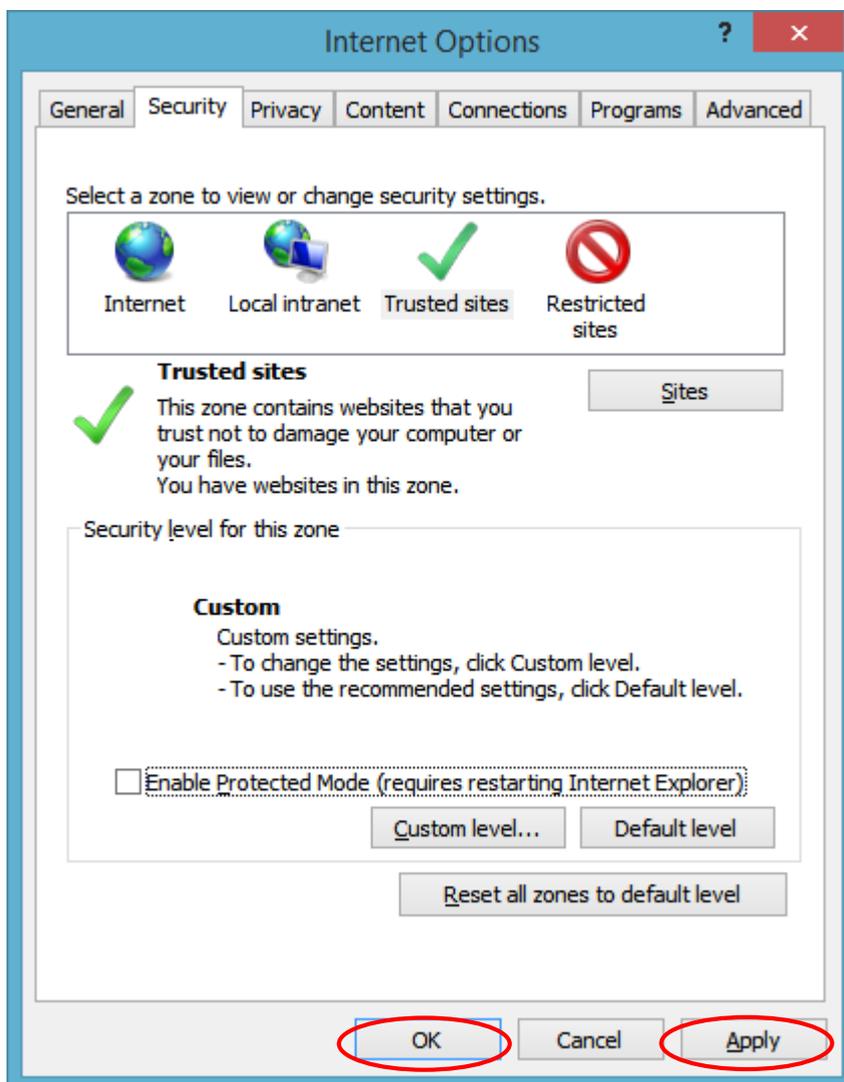
19. Now Scroll down to Scripting options in same dialog box and set all as below:



20. Now after doing all setting as shown in images above, click on OK

21. Click Yes to the Warning Message "Are you sure to change the security settings for this zone", if prompted.

22. Now Finally Click on Apply and then OK.



Now you have to restart your system again and hopefully ALL of the issue regarding non-working of any USB token is resolved now.

Email us with screenshots of your problem if it still persists or Contact us with full details of your Digital Signature Certificates ready when you call us.

-Thank You-

--Feedback and Suggestions are appreciated--

---End of the Document---